

I believe we should have a choice of which VRS service provider we want to use. When trying to connect to one VRS provider, if it is taking a while to get an interpreter, I should be able to hang up and call another VRS.

I do not believe that a VRS should call me back if I hang up on them before they answer. This is like if I changed my mind about making a call before they answer, why are they calling me back?